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T.D.  
12/02/03

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: T G Brewer et al. Examiner: Nguyen, Phuoc H.  
Serial No.: 09/540502 Group Art Unit: 2143  
Filed: March 31, 2000 Docket No: NCR 8374 (1592.019US1)  
Title CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER  
INTERACTIONS

PETITION FOR A ONE-MONTH EXTENSION OF TIME

MS RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

NOV 25 2003

Technology Center 2100

In accordance with the provision of 37 CFR § 1.136(a), it is respectfully requested that a one-month extension of time be granted in which to respond to the Final Rejection mailed July 21, 2003, said period of response being extended from October 21, 2003 to November 21, 2003.

Our check in the amount of \$110.00 is enclosed to cover the required extension fee.

Please charge any additional fees or credit overpayment to deposit Account No. 19-0743.

Respectfully Submitted

T G BREWER ET AL.

By their Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.  
P.O. Box 2938  
Minneapolis, MN 55402  
(513) 942-0224

Date: 11-19-03

By:

*Joseph P. Mehrle*  
Joseph P. Mehrle  
Reg. No: 45,535

CERTIFICATE UNDER 37 CFR § 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelop addressed to: MS RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 19th day of November 2003.

Name: Amy Moriarty

Signature: *Amy*